Client 5.0A Supplement

to AltiView, AltiAgent, AltiSupervisor, AltiConsole 5.0 Manuals

08/2004 4410-0001C

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New Features

AltiView/AltiAgent 5.0A

The following new features are included in AltiView/AltiAgent 5.0A:

- **Support IPTalk** - When logging into AltiView/AltiAgent, a new option, **IP Extension integrated with IPTalk**, can be selected.

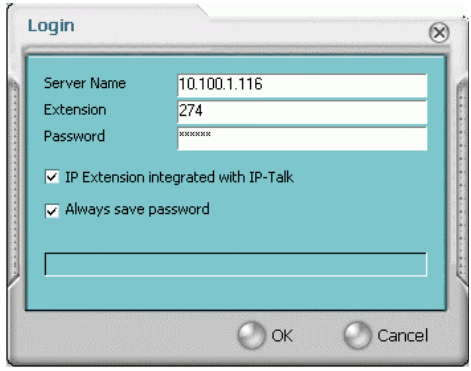

Figure 1. IPTalk Option, AltiView/AltiAgent Login

The IPTalk option replaces NetMeeting when the user uses AltiView/AltiAgent as a soft-phone client.

Note: IPTalk will use H.323 as its VoIP protocol, and G.711 (mu law) and G.723.1 (6.3k) codecs.

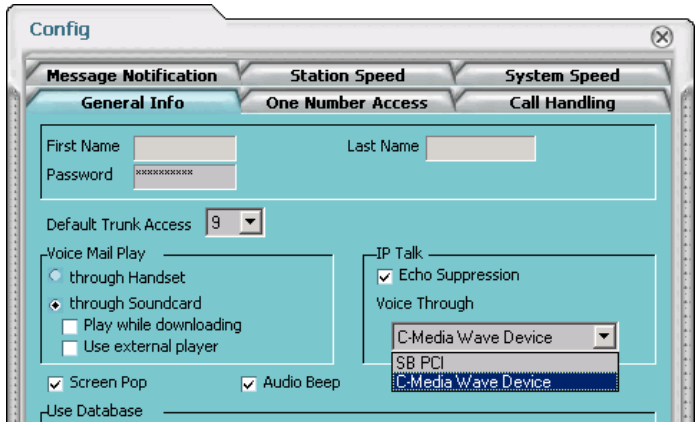

Figure 2. IP Talk Configuration, General Info

In the **General Info** page of AltiView Configuration, an **IP Talk** field is added with the following options:

— **Echo Suppresion** - reduces echo in telephone connection; enabled by default.

— **Voice Through** - use the drop-down menu to select a device that the voice will be played through: **"device name" sound card** or **"device name" speaker**.

- **IP-Talk Mute button in Main Window** - a **Mute** button enables a mute function during conversation. When mute is enabled, a mute symbol appears in the main window.

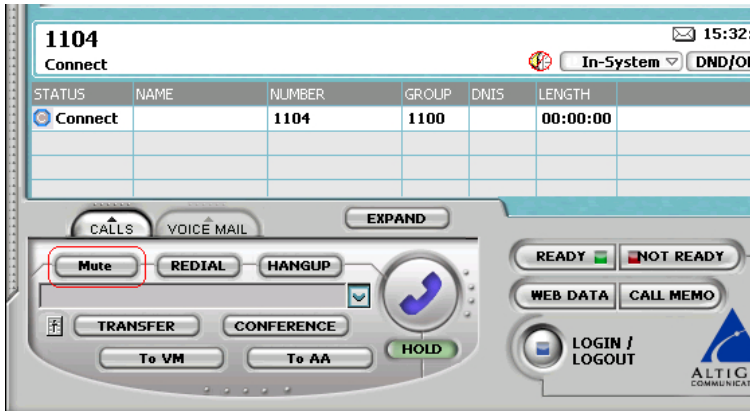

Figure 3. Mute Button

- **System Default Volume Control** - the system's default volume control can be invoked by AltiView/AltiAgent using the **Volume Control** button on the main window of AltiView/AltiAgent.

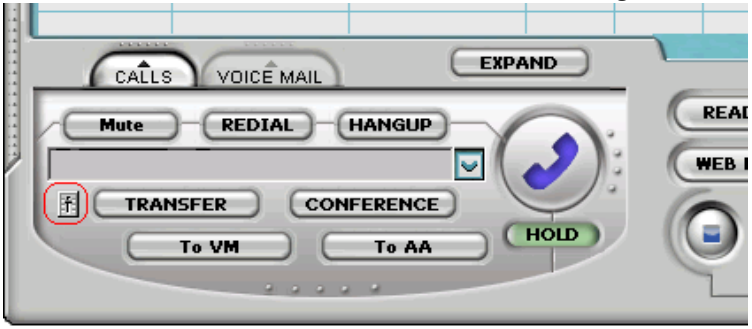

Figure 4. System Default Volume Control

- **Add workgroup name field in Monitor window** - a Workgroup **Name** field is added next to Workgroup **Number** field in the **Monitor** window of AltiView/AltiAgent.

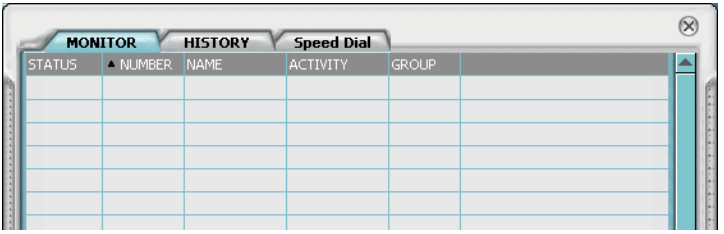

Figure 5. Workgroup Name field, Monitor Window

- **Add extension Activity field in Monitor window** - an Extension **Activity** field is added to the **Monitor** window of AltiView/AltiAgent.
- **Setting Activity made easier** - from the AltiView main window, use the Activity drop down list to select the activity for the extension.

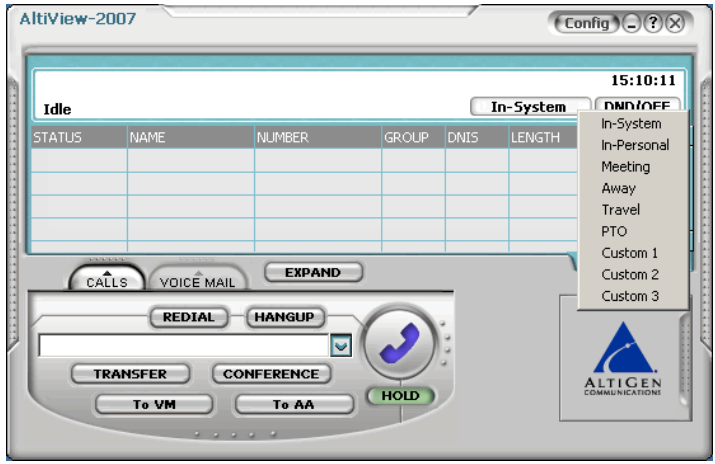

Figure 6. Activity Drop Down List, AltiView Main Window

- **Inputted number kept when switching between *Voice Mail* and *Calls* tab**
- ***Reconnect* button when connection is dropped** - In 5.0, when a connection between AltiServ and AltiView/AltiAgent is broken, AltiView/AltiAgent pops a message box informing the user about the broken connection; the user can only click on OK to end the application. In 5.0A, when the connection is broken, AltiView/AltiAgent will pop a message box to inform the user and will also provide a **Reconnect** button. The Reconnect button will connect to AltiServ again without having to log back onto AltiView/AltiAgent to re-enter the extension number and password.
- **Release IP Trunk Link Tie option disabled by default** - the **Release IP Trunk Link Tie** option in the **General Info** window of AltiView Configuration is disabled by default.

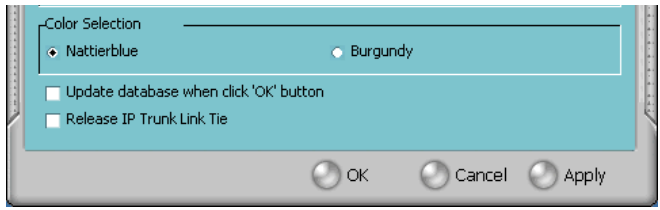

Figure 7. Release IP Trunk Link Tie Option

- **Support for 100 Outlook Contact folders** - In 5.0, AltiView/AltiAgent is unable to support a large amount of Outlook Contact folders. In 5.0A, up to 100 Outlook Contact folders are supported.
- **Changed Auto Answer minimum duration to 0 seconds** - The Auto Answer minimum duration is reduced from 3 to 0 seconds. If the duration is set to 0, all incoming calls will go connect state right away. Both caller and callee will not hear ring tone.

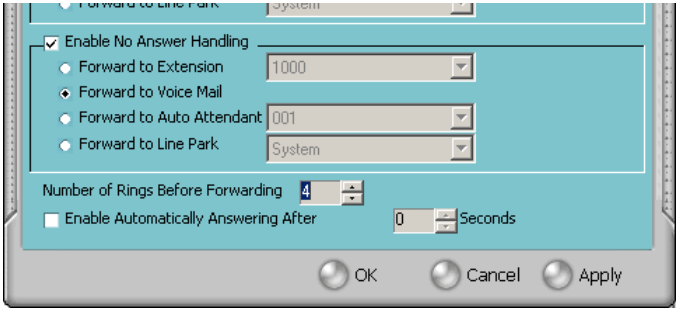

Figure 8. Enable Automatically Answering After Checkbox, Call Handling Tab

AltiSupervisor 5.0A

- **Color coded priority in queue** - A supervisor can assign different colors for different call priorities in the AltiSupervisor Queue Monitor page. A **color code** button allows the supervisor to choose from 16 colors to assign for each call priority. The configuration is stored locally.

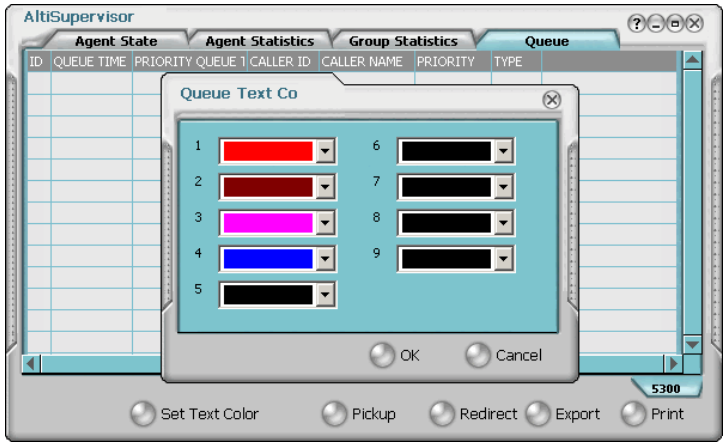

Figure 9. Queue Text Color, Queue Tab

- **Force Agent phone to virtual** - A supervisor can change an agent's extension from physical to virtual (the same as the agent pressing #26 from the phone). From the **Agent State** page, the Supervisor can right-click on the page to select "**Change to Virtual**" or "**Unstaffed**." The Supervisor can only change an agent from a physical to virtual extension, but cannot change the agent from a virtual back to physical extension.
- **Change "Transfer" Button to "Redirect" Button** - The **Transfer** button in the AltiSupervisor Queue Monitor page is changed to **Redirect**.
- **Indicator for Recorded Agent Conversation** - After a Supervisor clicks on the "Record" menu item (in the Agent Status page) to record an agent's conversation, AltiSupervisor will display "**Rec**" in the Agent State field to indicate the call is being recorded. The display appears until the call is finished or when the Supervisor stops recording the call. The display also applies to Record All Calls.

AltiConsole 5.0A

- **Display workgroup name instead of number in the Workgroup window** - AltiConsole will display the workgroup name in the **Workgroup Call Queue** window.

- **Configuration field added in the Overhead Paging configuration for station paging.**
- **Auto-answer feature added** - A user can enable or disable Auto Answer Mode, set number of seconds ranging from 0 to 20 seconds, and to ring IP phone before answering from AltiConsole setup page.

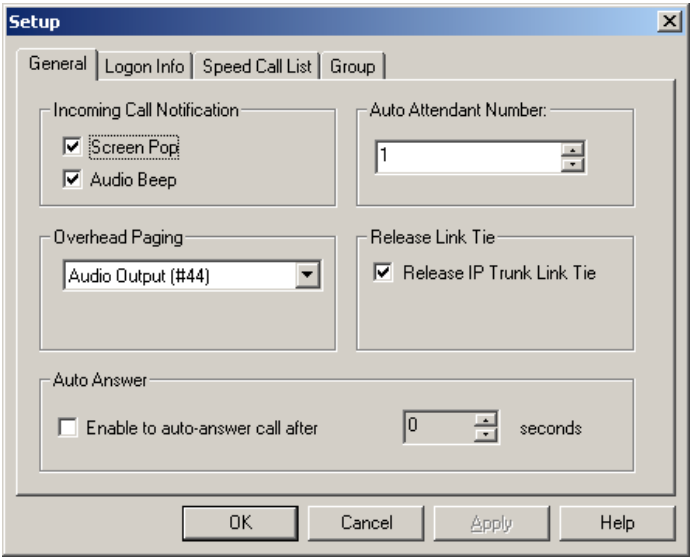

Figure 10. AltiConsole General Setup

- The **Release IP Trunk Link Tie** option is enabled by default.

Installation/Uninstall/Auto Upgrade

Installing on a Client System

1. Exit any/all Windows applications.
2. Insert the AltiWare Client 5.0A CD into the CD ROM drive.
3. Run the **Setup** program under the appropriate client folder (AltiAgent\, AltiView\, AltiSupervisor\, or AltiConsole\) and follow the step-by-step installation instructions as they appear on the screen.

Uninstalling Client Application

1. From the Windows **Start** menu, select **Control Panel** → **Add/Remove Programs** to uninstall the appropriate client application.
2. Click **OK** when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

Auto Upgrade

During startup, AltiView/AltiAgent/AltiSupervisor/AltiConsole will detect if its version matches with the version of the OE/ACC or ACM server to be connected. If an older version of the client is found, the client will be prompted for upgrade permission. If the user decides to auto upgrade, the application is terminated and a software upgrade session is started. Restart the client application to run the newer version.

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